

Evening Shift 6-10 pm

REMINDER: THE FRONT TABLE MUST ALWAYS BE ATTENDED BY A CASE MANAGER OR VOLUNTEER

6:00 pm First Steps – Signing in/Meet with Task Force Opener

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer).
- Make a nametag with your first name on it.
- Review the Log Book and notes from Task Force or prior shifts
- Set up check in table and chairs in the entrance area. Volunteer can help greet with Case Mgr as needed. You will need pens, highlighter, name tags, black marker

6:00 pm to 6:30 pm - Setting up Hospitality Room [rm 8] 1-2 volunteers needed

- Unlock Hospitality Room [rm 8]. Leave door facing TV room open. Preschool hall door stays shut.
- Open the kitchen door in the west hall. Locate the coffee urns on the counter to right of the sink.
- Start 40 cups decaf coffee in large urn and hot water in the small coffee urn (remove stem & basket).
- Move urns to Hospitality Room and plug in.
- Set out snack items, plates, napkins, silverware as needed and available.
- Unlock the courtyard door. Check that all other entrances to the courtyard are securely closed.
- Move the foosball table into the back hallway. Use the pads on the legs to “slide” it over.
- Put the “hand” chairs across preschool hall opening at the east hall area beside the Hospitality Room

6:30 pm to 7:00 pm Guest check-in officially begins.

- 1 greeter** Unlock one front door.
- Admit and greet guests. (Guests remain in the entrance area until they have been checked in by Case Managers)
- Assist Case Managers with sign in, nametags, questions as needed.
- Lock front door at 7:30pm (unless other activities in church).
- Begin Fire Safety patrol.
- Show new guests around and point to areas where guests can spend time while they are at WHO.
- Bring out basket balls and other toys for the gym unless the sanctuary and/or gym is in use. Toys are in mat room.

Share staff will meet with guests as needed, in the workroom [across from the drinking fountain] from approximately 7pm-8:30pm – Please knock before entering.

7:00PM – 9:00 Hospitality Room/kitchen 1-3 volunteers – ask for additional help if needed.

- Monitor Hospitality Room [rm 8] and the TV area assisting guests and being a friendly presence – refilling snacks/drinks if needed and available.
- Make sure a volunteer is always in the Hospitality Room.
- Assign 1 volunteer to the kitchen to clean up dishes and put away food as you go along.
- Monitor television for family-friendly fare (PG-13 or below).

- Hand out towels and toiletries found in Room 8 closet to guests as needed. **1 volunteer is assigned to this task.**

9:00 pm to 9:30 pm - Clean Hospitality Room [rm 8] [guests are assigned additional chores for room 8]

- Check with case managers for late arrivals and set aside a plate of food if needed.**
 - Clean snacks and put extras away in kitchen. Return all coffee urns to kitchen to empty and wash.
 - Empty garbage in the dumpster if needed and replace bag. Dumpster is located on the far East edge of the parking lot. Combination is **5607**

8:00 pm to 8:30 pm - Gym Set-up 2-3 people [some guests may be assigned to help]

Set up may occur any time that is convenient for the volunteers after bed list has been created by the Case Mgrs, and other reserved uses for the gym are over. Other users should vacate by 8:30 pm.

You will need: bed assignment & layout sheet, mats, chairs, bed number signs, new and used bedding bags.

- Move bed bags from mat room to the gym floor. Help returning guests retrieve bags. **Set up at least 2 containers of disinfectant wipes so guests can clean their mats before putting bedding on.**
- Make bed bags with clean laundry on shelves in mat room for any new guests. Bed bag = 1 sewn sheet, 1 pillowcase, 1 blanket. **(only 1 per person, unless medical exception, designated on the bed list with a DBL beside person's name). Guests may have a cot or dbl mat indicated on the bed map.**
- Mats located around the walls of the gym **have a chair to the left of the mat, as you face the mat, creating an area between each mat.**
- Mats located in the center of the gym **have a chair to the right of the mat, as you face the mat, creating an area between each mat.**
- Families and couples are indicated on the bed map. Those groups have a chair at each end of the group.
- The magnetic number corresponds to the bed number and is placed on top of the chair for individuals. Groups identified on the bed map have the beginning number on the first chair and the ending number on the last chair.

8:00 pm to 8:30 pm – Staging Chore/Cleaning supplies – CM's are responsible to monitor chores done by guests

Guests are assigned cleaning for the Hospitality room and bathrooms. Help to insure the guest has the supplies and knows the tasks – tidying room, sanitizing counter tops and tables and cleaning microwave.

- Locate cleaning supplies in Hospitality room 8. Cleaning caddies in cabinet under the TV counter
- Check that cleaning supplies are filled. Refills are in the WHO supply closet in the kitchen if needed. Clorox spray, Windex spray, toilet brush, rubber gloves and paper towels.
- Indicate any shortages in cleaning supplies in the log book and on the form inside the closet door in kitchen.
- Insure cleaning caddies are returned to the cabinet under TV in hospitality room so the morning shift can use them.

9:30pm

- Lights out. Quiet time!
- Check courtyard for any open windows or doors.
- Turn off both TVs.
- If no sleeping arrangements are approved by Case Mgr. in the TV area, move foosball table back and hand chairs back across the opening.
- Turn off wall heaters in the hallway.

10:00 pm

- Watch for the arrival of overnight volunteers.
- Brief the volunteers on any special notes, problems, and special needs.
- Tour sleeping area with one overnight volunteer. Provide a bed map showing location of guests.
- Give the overnight shift the keys, the fire log, their shift duties and the log book. Inform them of late arrivals, early wake up calls on bed map, or any other items of note for the evening shift.
- Ensure overnight shift knows how to turn on heat at thermostat in front foyer

Guests unable to sleep may sit SILENTLY in the foyer. Please use good judgement if guests need accommodations - baby walking, quiet time, etc. Lights must remain dim in the foyer. If there is a concern, please contact the case manager or your Task Force Opener Thank you for your service!!